

ABSTRACT

PT. XYZ is a manufacturing company engaged in the processing of forest products into processed plywood products (plywood). The quality of the company's production has not been able to reach the set targets. For the highest quality class, it is still at 7% of the target of 20% starting from March 2022 to August 2022. The poor quality is due to the large number of defects during the production process (defects). One of the causes of damage during the production process is due to the use of contract workers who do not understand the scope of their work, which results in unstable quality and many defects in production. The lack of understanding of the workforce towards the scope of work results in the workforce not knowing what they should be doing and often working beyond their responsibilities. Currently the inspection process is only carried out at the end of the process. The impact is that the production is less than optimal which results in product defects. In addition, the absence of a job description causes a job mismatch with the position. This situation has an impact on achieving targets that are not good for the company.

The topic of this final project focuses on designing appropriate job descriptions for each employee on the production floor. The design will be based on mapping business processes by IDEF0 and improving business processes using the Streamlining tool to produce proposed business processes to be able to identify processes that require inspection activities and the workforce that plays a role in carrying out these inspection processes can be carried out through RACI mapping which aims to identify activity actors (role) in every activity contained in the business process.

The results of this final project are the draft job descriptions along with job description documents which include the main functions, main tasks, position responsibilities and position authority that can be used by the company in providing job descriptions that must be carried out by employees.

With the hope that with the draft job description there will be no employees who work outside their responsibilities and can make the production process work properly, monitored, and measurable.

Keywords: Business Process Mapping, Streamlining Analysis, RACI Matrix, and Job Description